Wilson, Katie. **Computers in Libraries: An Introduction for Library Technicians.** New York, NY: Haworth Information Press, 2006. 194 p. $19.95. ISBN: 978-0-7890-2151-9.∞

Good things come in small packages. The old adage holds true for this new contribution to the field of library and information science by Wilson. At just under 200 pages, this book is densely packed with the information that library technicians and assistants need to understand the impact that computers and the Internet have had on library systems and procedures.

The State Library of New South Wales in Sydney, Australia, is the current location for Wilson's professional work and where she manages the digital and library systems. Clearly, her years of experience have informed her writing. A colleague encouraged her to put her extensive knowledge and experience in information technology and library systems into book form. In doing research for her book, she discovered older texts on library automation and realized the paradigm-shifting impact that the Internet has had on library operations.

As Wilson states in her preface, the ''audience for this book is both practicing and new library technicians and library assistants.'' (p. xi). Each chapter in the book begins with an alphabetical listing and definitions of terms that are covered in the chapter. As with any discipline, library and information science has its own set of acronyms and field-specific jargon. By including acronym and abbreviation definitions with other terminology, Wilson attempts to remove the barriers to understanding. The end of each chapter provides a set of review questions for the reader, and, in doing so, makes the book available and useful as a textbook for an academic course. A relevant bibliography is offered at the end of the book.

Wilson begins her book with a discussion of the history of the Internet and its protocols and applications. The service areas in which the Internet is used in library settings are then reviewed, and public services, reference services, technical services, and collection development are covered. In fact, the overall strategy Wilson has employed to arrange the contents of her book follows this format. Chapter titles include ''The Internet,'' ''Integrated Library Management Systems,'' ''Acquisitions,'' ''Cataloging,'' ''Circulation,'' ''Serials,'' and ''The Online Public Access Catalog.'' Organizing the information in the book in this manner is helpful for readers, as new and changing technological innovations and systems are applied to each service area in which a library technician or assistant might work.

A chapter on resource sharing explains the world of consortial arrangements for the sharing of library materials and automated systems for interlibrary loan of print as well as electronic sources. Two very informative chapters are instructive on successful search processes and skills for both online databases and the Internet, including some brief explanations for creating Web-based content with coding in hypertext markup language (HTML). Finally, the last chapter, ''Future Directions,'' looks at the trends in the use of computers in libraries. Wilson predicts the continued emphasis on the digitization of collections and the ensuing increased access to the collections by the public at large. Challenges in access and licensing will need to be addressed by developing new ways to preserve and manage those electronic resources. Libraries may consider purchasing integrated library management systems that are more open sourced in nature. Bibliographic standards, including MARC, may be revised and expanded to increase their applicability. As the use of the online public access catalog (OPAC) continues to decline, libraries will need to come up with new and innovative ways to deliver responses to users' information requests, such as through the creation of portals.

Wilson has an interesting take on the reference desk versus information desk quandary. She states that efforts in the 1990s to ''rename reference and research departments and desks as Information Services have reversed'' (p. 176). She sees the focus of each as separate, with information residing in the physical structure and reference and research assistance moving beyond the physical building into the online environment. Lastly, library technicians and librarians alike must make efforts to keep up with the changing technologies required in their individual settings.

This reviewer conducted an informal survey with two instructors who teach in library technician programs, one in a face-to-face environment and the other through a correspondence course format. The instructor of the ''in-seat'' course on computers in libraries is using Wilson's book for the first time. She also will draw from the *Neal-Schuman Library Technology Companion: A Basic Guide for Library Staff* by Burke [1] (Please see review below). Her opinion is that the Burke book is more comprehensive but more expensive. The correspondence course instructor was not familiar with Wilson's book. In previous years, he used *Introduction to Automation for Librarians* by Saffady [2]. However, he felt that it contained too much detail for his students' needs. He has also chosen Burke's book for his course. The Burke book provides questions for review at the end of each chapter, as does Wilson's, but Burke places his list of recommended readings with the chapters, instead of in a bibliography at the end. The content of Burke's book does not seem to be as practically organized. Wilson's treatment, arranged by service area, is much more approachable and useful.

While this book is highly recommended for use as a textbook in library technician programs, its scope is necessarily, and as claimed, an introduction to the topic. To truly understand and take to heart all that was presented in this volume, one must transfer the knowledge to practice.

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Markless, Sharon, and Streatfield, David. **Evaluating the Impact of Your Library.** London, England, UK: Facet Publishing, 2006. 170 p. $99.95. ISBN: 978-1-85604-488-2.

Library managers and staff are compelled to evaluate their services for a number of reasons: securing funds to justify their existence in their parent organizations or at national and federal levels, illustrating a service need, and establishing accountability and effective allocation of resources. Properly performed studies and impact assessments can greatly assist in a library's success. *Evaluating the Impact of Your Library* is directed toward service managers in public, education, health, and special libraries. Markless, a consultant from Information Management Associates, and Streatfield, leader of Information Management Associates, have teamed up to create a concise work filled with applicable knowledge. They use an evidence-based approach, combing the literature and rigorously testing their model, to create a practical, thorough process of evaluation. Markless and Streatfield share techniques, checklists, and models on how to collect data, both qualitatively and quantitatively, and how to measure service impact.

The book is composed of eleven chapters divided into three parts, a helpful yet short glossary, and an index. Each chapter begins with a very brief annotation of its content and suggestions on what chapter to read next, depending on the reader's needs, further allowing the text to serve not only as an informative read but also as a reference tool. Additional tools and supplementary materials are available at www.facetpublishing.co.uk/evaluatingimpact/. Examples gained from working with practitioners in workshops are used throughout.

Part one, ''The Context,'' establishes the need for evidence, gives an overview of impact and impact models, and details the research that led to writing the book. It speaks to the importance of evidence-based practice, its popularity, and librarians' desire to adapt to this model. Markless and Streatfield write, ''The idea of evidence-based policy and practice (EBPP) is potentially more important for the library and information service world, if only because it has taken organizational root in some traditionally strong areas of library service provision, notably health'' (p. 8).

Part two, ''Evaluating Impact,'' is really the meat of the text and concentrates on methodology. The shared model goes through a step-by-step approach and begins, not surprisingly, with the library's mission statement and teaches readers how to translate objectives into impact indicators. An impact indicator ''is a piece of information that indicates something useful to you'' (p. 65). Each objective should have two to four indicators. The process is not easy and takes time. The authors suggest working through the stages as a team or multiple teams. By the end of the process, readers will ''be well on the way to putting together a workable development plan and an implementation time table to go with it'' (p. 50). This section also offers valuable information, such as what types of evidence are useful and how much evidence should be gathered. Chapter nine, ''Gathering and Interpreting Evidence,'' offers suggestions on publications and electronic resources to turn to for supplemental information on research methods. The authors go to great lengths to assist managers in deciding what should be measured and how to measure and interpret the evidence. The chapter covers a range of studies and techniques, such as small-scale systematic observation, informal observation, peer observation, accompanied visits, picture taking, work shadowing, and surveys. Because library service managers frequently utilize questionnaires to evaluate service, the authors supply brief advice on improving questionnaires, such as when to ask closed versus open questions and when to use questionnaires in general.

The book highlights issues and challenges library managers face when attempting to illustrate real evidence of impact. Standard pitfalls and distractions are also discussed. Part three, ''Back to the Issues,'' looks to the future of evidence-based library work and answers questions like ''How can we look at the big questions about how libraries contribute to the cohesion and development of their communities or organizations?'' (p. 141). After two sections of practical advice, part three, which comprises only chapter eleven, seems weak by comparison and can be skipped by the busy manager.

Evaluating the Impact of Your Library is comprehensive, albeit overwhelming for those who may be new to evaluating service. The book goes over many techniques and models, and it functions best if used as a tool during the evaluation process. The book will be useful and no doubt referred to time and time again by library or information services managers.

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Burke, John R. **Library Technology Companion: A Basic Guide for Library Staff.** 2nd ed. New York, NY: Neal-Schuman Publishers, 2006. 239 p. $59.95. ISBN: 978-1-55570-550-2.∞

Thinking about purchasing audio electronic books for your library? Have you been asked to create a blog but are not sure where to begin? Wondering what all the hype is with social networking? Burke's *Library Technology Companion* will help answer these basic questions. In libraries, technology impacts the way librarians conduct business. As technology continues to have an impact on the way information is disseminated in libraries, library staff must constantly stay abreast of the technological trends influencing the profession. Burke, interim director of the Garnder-Harvey Library on the Middletown regional campus of Miami University in Oxford, Ohio, presents a timely text to provide a basic foundation in technologies. He has written this book to provide a ''sound and sensible way to consider, access, and use library technologies to their fullest advantage'' (p. ix).

In this newly updated edition, the author delves into the most recent technologies affecting libraries. Featured technologies include wikis, blogs, RSS, podcasting, and more. The book is organized into five sections and features seventeen chapters. In these sections Burke presents a useful but basic primer on technology in libraries. The book is replete with illustrative examples to support points made throughout the text. Each chapter concludes with questions for review and a list of selected resources for further information. A companion blog <techcompanion.blogspot.com> is available to enable readers wishing to review updated resources and materials, as well as post comments about the book.

Section I, ''Library Technology Basics,'' as the title suggests, explores the basics. Burke begins by presenting the history of information technology in libraries. In chapter one, Burke introduces ten key developments in information technology. These include developments such as personal computers, online searching, audiovisuals, and the Internet. In these chapters, Burke lays the groundwork to help library staff gain a better understanding of not only how technology in libraries has evolved, but also the ways it offers resources readers may use to investigate developments in technology. Chapter two is highly useful for library staff who actively seek to stay current with technology trends. Doing so alone shows an efficient use of technology. This section concludes with a discussion of the resources that library staff may consult to evaluate technologies and information products.

Section II, ''Technology Tools for Libraries,'' presents the technology tools and resources available for use in libraries ranging from computers and integrated library systems to storage devices, library databases, and search engines. Highlighted topics include MP3s, flash drives, tablet computers, handheld devices, open source, and wireless networks. The chapters examine common technology devices found in libraries as well as offer explanatory descriptions of their uses. The section concludes with a discussion of the ''technical and societal changes brought about by the Internet'' (p. viii).

Section III, ''How Libraries Put Technology to Work,'' delves into practical uses for many of the technologies the author discusses in section II. Burke begins this section with a chapter on universal design and adaptive/assistive technology. He provides information on how libraries may make ''products and services usable by people with a wide rage of skills and abilities'' (p. 139). Burke also offers useful data on the digital divide and addresses the question of what technology forms this divide. Chapter 11 highlights ways libraries are using blogs, electronic tutorials, and virtual reference as well as remote access. The section concludes with a chapter on distance learning and presentation technologies.

Section IV, ''Building and Maintaining the Technology Environment in Libraries,'' takes a look at how libraries can implement technology solutions in their environments. The chapters in this section review the task of securing computers as well providing security to library patrons. Burke delineates steps libraries may follow to secure public and staff computers and to troubleshoot computer problems as well as offers suggestions for methods libraries can use to handle typical computer problems. The section concludes with a chapter on building a comfortable and accessible infrastructure for users.

Section V, ''Where Library Technology Is Going and How to Get There,'' addresses the challenges of supplemental funding for budgets. The chapter begins with a discussion of the technology plans, offers steps for developing library technology plans, and concludes with a chapter on how technology will continue to have an impact on libraries.

The *Library Technology Companion* is an easy read and is applicable to all types of libraries and staff at all levels. The book is especially useful for novice readers because the author begins the book by looking back at how technology has evolved and concludes by looking forward at how technology will impact libraries in the future. For more advanced readers, this book will confirm much of what they already know about technology while offering an update on newer technologies. Overall, the Neal-Schuman *Library Technology Companion* will be useful for all library staff as well as for any librarians involved in developing guidelines and policies to implement and manage technology. It will also be valuable for new professionals and library staff who are apprehensive about using technology and as a textbook for library and information science students.

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Katcher, Brian S. **MEDLINE: A Guide to Effective Searching in PubMed and Other Interfaces.** 2nd ed. San Francisco, CA: Ashbury Press, 2006. 136 p. $31.95. ISBN: 978-0-9673445-1-4.♾

With this new edition of the highly regarded *MEDLINE: A Guide to Effective Searching,* pharmacist Katcher again produces an excellent, easy-to-read guide to the intricacies of MEDLINE [1]. Unlike other books published about MEDLINE, such as Hutchinson's *MEDLINE for Health Professionals* [2] and Stave's *Field Guide to MEDLINE* [3], the goal of Katcher's book is not to provide a practical guide to using MEDLINE but, instead, to promote the ''cultivation of an informed and thoughtful approach to searching in MEDLINE'' (p. vii). Indeed, this book does not focus on the minutiae of searching or the strategies of constructing a good search; it has no screenshots and few images. What it promises is understanding—understanding of why and how MEDLINE was created, understanding of Medical Subject Headings (MeSH) and record structures, and, ultimately, understanding of what MEDLINE makes possible.

The second edition's title is the first of many changes to the book, and it signals an important change in its tone and scope: a new respect for and focus on using PubMed. In the first edition, Katcher bluntly states that interfaces like PubMed's ''cannot produce search results anywhere near as good as the ones that you will be able to produce with this book'' [1]. By this edition, he admits that PubMed ''works surprisingly well, especially if you have an idea of what is going on in the background'' (p. 23). PubMed tools and features like Related Articles, Clinical Queries, and Special Queries are prominently featured in the chapter on searching. This change of heart reflects the current shift of many medical libraries away from using Ovid and other vendors' versions of MEDLINE to the freely available PubMed, and both reflect the improvements in Web technology and PubMed since 1999. Though Katcher clearly feels more generously toward PubMed than he did in 1999, he still cautions that, though searchers demand speed and ease of use in this age of Google, ''MEDLINE can be fast, but it is a different beast. Effective searches require planning, and refinement as well . . . MEDLINE is elegantly organized . . . it expects us to ask carefully, unambiguously—and it provides the means for doing so'' (p. viii).

The second edition still largely resembles the first edition in structure and general content. After the preface and introduction outlining the scope and purpose of the book, Katcher delves into the history of MEDLINE in his first chapter—the only chapter remaining nearly unchanged from the first edition. This chapter's content seems as if it would be somewhat dry, but Katcher spices it up by combining history together with the theory behind MEDLINE, making this chapter the foundation on which the rest of the book stands. Subsequent chapters cover record structure and fields, MeSH, publication types, and a final chapter gives guidance on framing questions and planning and refining searches. Appendixes cover Web resources and the journals in the Abridged Index Medicus set. A glossary of MeSH terms has been removed from the second edition.

One of the largest and most important additions to the book is the expanded coverage of the differences between MeSH terms and Supplementary Concepts, particularly the detailed look at the Pharmacological Action category, created in 2003. Using the Pharmacological Action category captures more MEDLINE citations than using the equivalent MeSH terms, which the text illustrates with helpful examples. Katcher explains the new category and other supplementary concepts more fully and clearly than sources like the *NLM Technical Bulletin,* thus making this new terminology and searching opportunity easily comprehensible, even for the MEDLINE novice.

''Framing Questions and Other Practical Tips,'' the fifth chapter, is a particularly useful guide to starting research with MEDLINE. Katcher advocates and emphasizes putting thought and deliberation into searching without seeming old-fashioned or pedantic. He acknowledges that doing research is hard work and not just as easy as typing in a keyword or two, but he still offers hope by providing ways to make it easier. Simple strategies such as writing down key concepts, being specific, and rethinking search terms and research questions when results are less than useful are guidelines that all researchers could benefit from employing. Practical tips for finding other information sources, evaluating different types of literature, and dealing with conflicting information offer additional insight.

The largest revisions to Katcher's book take place in ''Appendix A: MEDLINE Interfaces and Related Resources on the World Wide Web.'' As with the first edition, content for this appendix will be available and updated online [4] due to its frequently changing nature. The primary focus here is on specific methods of searching for health information, particularly interfaces and resources available for finding health information online. Though an appendix, it contains some highly useful commentary; for example, a lengthy discussion of PubMed's special features, in-process citations, and Entrez offerings as well as suggestions for keeping up to date. The appendix contains a significant number of new resources to help readers find journal articles and general health information online. In fact, Katcher now devotes five pages to Web-based health information sources, including search tools like Google Scholar and OAIster, practice guidelines and evidence-based medicine tools like the National Guidelines Clearinghouse and Cochrane, public health Websites such as the Partners in Information Access to the Public Health Workforce and Healthy People 2010, image searching tools including HEAL, and library-provided tools for profes-

sional medical and consumer health searches. This bibliography of tools and its corresponding Web version would be very useful for beginning researchers or anyone interested in finding quality health information on the Web.

Overall, Katcher's book proves a well-written, quick read perfect for medical librarianship students, physicians, and researchers or anyone interested in improving their MEDLINE searching abilities. It contains the background medical librarians must wish all MEDLINE searchers knew and understood. This book is in no way a practical tutorial for using MEDLINE, but a guide to MEDLINE's depths that serves as a strong footing for a reader's future research. *MEDLINE: A Guide to Effective Searching in PubMed and Other Interfaces* is highly recommended for medical librarianship courses and medical library collections.

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